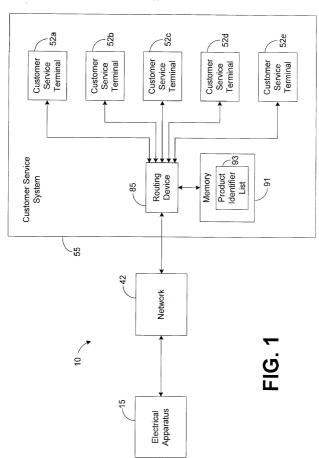
Hewlett-Packard 10007815-1 Apparatus And Method For Providing Customer Service

Inventor(s): Tim Goldstein



Input

Interface

- 35

15~ 46 - 25 Memory Lens 21 -32 Control App. Logic Program Processing Element Conversion Mechanism -47 -33 Local Interface

FIG. 2

Disk

Interface

- 37

Comm.

Interface

- 39

Output

Interface

- 36

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mremor(s). Tim Coldstell

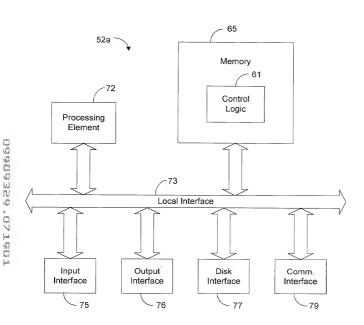


FIG. 3

Apparatus And Method For Providing Customer Service Inventor(s): Tim Goldstein Start 10 ~ 102 Request No for service? Yes - 105 Establish communication between user electrical apparatus and customer service terminal. 107 Provide customer service representative with information necessary to diagnose user's problem. - 109 Provide user with advice for solving user's problem and/or change the state of the user electrical appartus to correct user's problem.

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FIG. 4

End